## Situation

Founded in 1998 by a group of entrepreneurial bankers, Texas Capital Bank is one of the largest independent banks in Texas, holding more than $10 billion in total assets. The company is publicly traded on NASDAQ, and delivers a superior wealth management experience.

Texas Capital Bank had a clear vision around the importance of streamlining administrative processes for their clients, but the bank itself found it was spending far too much time and effort preparing for and participating in audits. These audits occurred often enough: Six different regulatory bodies came through annually to ensure compliance. Obviously, managing a paper-based documentation system became cripplingly cumbersome, and in fact, the IT department had flagged the paper-based user provisioning system as problematic both from a security and operational standpoint. It was humanly impossible to keep up with organizational growth and the fluidity of the business environment without an automated system.

For example, digging around in the file cabinet for missing documentation and piecing together a user provisioning paper trail that frequently failed to align with the permissions presented on the actual system was an excruciatingly futile exercise. And, with the rapid growth and success that Texas Capital Bank experienced along with the critical importance of rock-solid security protocols, it was clear that something needed to be done to ensure the efficacy of the bank's user provisioning protocols and make the auditing process run more smoothly and efficiently. According to Matthew Comyford, application support manager at Texas Capital Bank, the answer had to be Avatier's automated user provisioning solution.

## Solution

"When we balanced out the purchase price and the lower cost and simplification around implementation, Avatier's solution was clearly what we needed," said Mr. Comyford. But it wasn't just the price-value proposition that captured his interest. "Avatier customizes their solution through a single build – the enhancements that they develop are available to all customers, not just a single customer," he said. "And, if it's not a feature we want or need, it's a simple exercise to turn it off."

## Benefits

Mr. Comyford found that Avatier was simple to install and support, and updates take minutes without disruptive impact on IT operations. Further, the shopping cart feature, he says, is especially appealing to users. They can request applications and access with a click of a button, and all requests and workflows are handled automatically. And because the interface is so clean and intuitive, users have adopted the solution to manage their own user provisioning.

From an administrative and compliance perspective, research within the system is faster and less complicated, and all of the information required for the audits is automatically compiled, organized and easy to report.
"In effect," Mr. Comyford said, "Avatier totally resolved our user provisioning nightmare."

## Texas Capitol Bank

Texas Capital Bank is one of the largest independent banks in Texas, employing approximately 1,000 employees.

## For More Information

To learn more about Texas Capitol Bank and other identity management implementations, contact Avatier Sales at 925-217-5170 or sales@avatier.com

## Solution Overview

### Customer Size

Approximately 1,000 employees

### Systems Integrated

Microsoft Active Directory

### Country/Region

United States - Southwest

### Business Situation

Texas Capital Bank selected Avatier to automate user provisioning and related documentation to ensure compliance in a high-intensity regulatory environment through safeguarded security, passed audits and streamlined operations

### Solution

Avatier's password management solution
Avatier's user provisioning solution
Avatier's access governance solution
Avatier's IT risk management solution

### Modules Purchased

Avatier Password Management
Avatier Lifecycle Management
Avatier Access Governance
Avatier IT Risk Management

### Benefits

Simplified management and documentation of user permissions, thereby improving data security, regulatory compliance and operational efficiency

### Organization Profile

Texas Capital Bank is one of the largest independent banks in Texas, employing approximately 1,000 employees

> "Avatier totally resolved our user provisioning nightmare."
> **Matthew Comyford, Application Support Manager**